

Town of North Hempstead Service Requests via 311

November 2005 through December 2016

| Department Description | Group Description | Type Description | Count |
|-----------------------------|-------------------------|---|--------|
| Administrative Services | Administrative Services | Adm Svc - Critter Corner - Geese Nest | 32 |
| | | Adm Svc - Critter Corner - Pigeons | 14 |
| | | Adm Svc - From Transfer | 33 |
| | | Adm Svc - Green Team | 683 |
| | | Adm Svc - PW Parking - Broken Meter | 135 |
| | | Adm Svc - PW Parking - Lot Condition | 15 |
| | Administrative Services | | 912 |
| Administrative Services | | | 912 |
| Community Services | Community Services | CommSvc - Bus Booking for Group | 49 |
| | | CommSvc - Bus Depot Informational | 1,098 |
| | | CommSvc - Bus Pickup Cancel | 2,595 |
| | | CommSvc - Bus Pickup Schedule | 1,455 |
| | | CommSvc - Educational Program | 45 |
| | | CommSvc - From Transfer | 69 |
| | | CommSvc - Informational | 2,544 |
| | | CommSvc - Misc SR | 522 |
| | | CommSvc - Seasonal Programs Registration | 4,586 |
| | | CommSvc - Senior Card Application | 182 |
| | | CommSvc - Volunteering for General Programs | 18 |
| | Community Services | | 13,163 |
| Community Services | | | 13,163 |
| Department of Public Safety | Animal Shelter | AS - Barking Dog (Del) | 1 |
| | | AS - Dead or Injured Dog Pickup (Del) | 1 |
| | | AS - Dog Nuisance (Del) | 1 |
| | | AS - Found Dog Info Only SR | 1 |
| | | AS - Found Dog Pickup (Del) | 1 |
| | | AS - Lost Animal Info SR (Del) | 4 |
| | | Animal Sh - Appearance Ticket | 40 |
| | | Animal Sh - Barking Dog | 574 |
| | | Animal Sh - Call Back | 73 |
| | | Animal Sh - Dead Dog Pickup | 45 |
| | | Animal Sh - Dog Abuse Info Only SR | 1 |
| | | Animal Sh - Dog Adoption | 5,540 |
| | | Animal Sh - Dog Bite | 52 |
| | | Animal Sh - Dog Defecation | 286 |
| | | Animal Sh - Found Animal | 903 |
| | | Animal Sh - Found Dog Pickup | 6 |
| | | Animal Sh - Informational Request | 9,970 |
| | | Animal Sh - Injured Dog | 19 |
| | | Animal Sh - Lost Animal | 1,701 |
| | | Animal Sh - Menacing or Harrassing Dog | 369 |
| | | Animal Sh - Misc | 545 |

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| Department of Public Safety | Animal Shelter | Animal Sh - Sign | 113 |
| | | Animal Sh - Surrender a dog | 336 |
| | | Animal Sh - Unleashed - Stray Dog | 744 |
| | Animal Shelter | | 21,326 |
| | Cat Shelter | Cat Shelter - Call Back | 996 |
| | | Cat Shelter - Feral Cats | 2,456 |
| | | Cat Shelter - From Transfer | 3 |
| | | Cat Shelter - Informational | 367 |
| | Cat Shelter | | 3,822 |
| | Code Enforcement | Code - After Hours/Weekend Construction | 516 |
| | | Code - Animal (except Dog / Cat / Wild life) | 107 |
| | | Code - BZA Noncompliance | 21 |
| | | Code - Bamboo | 19 |
| | | Code - Basketball Stanchion | 175 |
| | | Code - Boat | 93 |
| | | Code - Boating Miscellaneous | 21 |
| | | Code - Building Permit | 275 |
| | | Code - Call Back Request | 5,313 |
| | | Code - Commercial Vehicle stored in Residential Property | 554 |
| | | Code - Commercial Vehicle stored on Residential Property | 610 |
| | | Code - Commerical Garbage Container | 33 |
| | | Code - Court | 3,010 |
| | | Code - Court Renew (deleted) | 7 |
| | | Code - Dock Inspection | 54 |
| | | Code - Drop Off Bin | 116 |
| | | Code - Dumpster | 249 |
| | | Code - Dust | 18 |
| | | Code - Fence | 1,039 |
| | | Code - From Transfer | 221 |
| | | Code - Garbage | 2,207 |
| | | Code - Graffiti | 342 |
| | | Code - Handicap Parking | 85 |
| | | Code - Heat / Air Conditioning | 20 |
| | | Code - Illicit Discharge | 38 |
| | | Code - Informational | 769 |
| | | Code - Leaves Accumulation | 209 |
| | | Code - Licensing | 167 |
| | | Code - Lights | 125 |
| | | Code - Litter | 596 |
| | | Code - Miscellaneous | 3,271 |
| | | Code - No Plates / Inoperable Vehicle | 1,657 |
| | | Code - Noise | 1,086 |

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|-----------------------------|----------------------------------|--|--------|
| Department of Public Safety | Code Enforcement | Code - Odor | 300 |
| | | Code - Overgrown Vegetation | 2,921 |
| | | Code - PW Parking - Broken Meter | 2 |
| | | Code - PW Parking - Lot Condition | 1 |
| | | Code - Property Maintenance | 3,245 |
| | | Code - Property Violations Search | 14,560 |
| | | Code - Reckless Boating | 4 |
| | | Code - Sidewalk Obstruction | 688 |
| | | Code - Signs | 1,604 |
| | | Code - Smoke | 40 |
| | | Code - Snow/Ice Removal | 1,518 |
| | | Code - Storage and Display | 264 |
| | | Code - Tree Removal | 260 |
| | | Code - Unlawful Property Use | 877 |
| | | Code - Unleashed Dog In A Park | 24 |
| | | Code - Water Flow / Accumulation | 320 |
| | Code Enforcement | | 49,651 |
| | Parking Enforcement | Parking District - Port Washington | 102 |
| | | Parking District - Roslyn | 13 |
| | | Prkg Enfr - Call Back Request | 270 |
| | | Prkg Enfr - Commercial Parking | 476 |
| | | Prkg Enfr - From Transfer | 83 |
| | | Prkg Enfr - Informational | 771 |
| | | Prkg Enfr - Parking Violations Complaint | 2,250 |
| | Parking Enforcement | | 3,965 |
| | Port Washington Parking District | Adm Svc - PW Parking - Broken Meter | 4 |
| | | Code - PW Parking - Broken Meter | 1 |
| | | PWPD - Broken Meter | 185 |
| | | PWPD - Call Back Request | 827 |
| | | PWPD - Lot Condition | 36 |
| | | PWPD - Miscellaneous | 77 |
| | Port Washington Parking District | | 1,130 |
| | Security Division | Security - Park Issue | 7 |
| | Security Division | | 7 |
| Department of Public Safety | | | 79,901 |
| Department of Public Works | Department of Public Works | DPW - Capital Projects | 1 |
| | | DPW - Mill Pond Project | 36 |
| | | DPW - Prospect Ave Project | 12 |
| | | DPW - Road Project | 170 |
| | Department of Public Works | | 219 |
| | Highway Department | Hwy - Abandoned Vehicle | 309 |
| | | Hwy - Animal Sign - New Request | 78 |

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| Department of Public Works | Highway Department | Hwy - Basketball Stanchion | 120 |
| | | Hwy - Bee's Nest Removal | 223 |
| | | Hwy - Call Back Request | 2,091 |
| | | Hwy - Catch Basin | 1,524 |
| | | Hwy - Cemetery Maintenance | 49 |
| | | Hwy - Complaint - Highway Employee / Vehicle | 388 |
| | | Hwy - Curb Repair | 1,963 |
| | | Hwy - Dead Animal Pickup | 1,670 |
| | | Hwy - Dead End Guard Rail | 30 |
| | | Hwy - From Transfer | 194 |
| | | Hwy - Grass Cut / Mow | 2,297 |
| | | Hwy - Informational | 3,826 |
| | | Hwy - Manhole Repair | 251 |
| | | Hwy - Miscellaneous | 5,364 |
| | | Hwy - Permits / Road Opening Application Request | 858 |
| | | Hwy - Plow Damage | 182 |
| | | Hwy - Pothole | 6,404 |
| | | Hwy - Pothole Filled Without Request | 3,419 |
| | | Hwy - Shopping Cart | 150 |
| | | Hwy - Snow and Ice Control | 4,503 |
| | | Hwy - Speed Sign | 3 |
| | | Hwy - Sprinkler Damage | 101 |
| | | Hwy - Street Drainage / Flooding | 2,196 |
| | | Hwy - Street Painting | 2,165 |
| | | Hwy - Street Repaving Project | 50 |
| | | Hwy - Street Sign - New Request | 1,016 |
| | | Hwy - Street Sign - Remove | 163 |
| | | Hwy - Street Sign - Repair / Replace | 11,671 |
| | | Hwy - Street Sweeping / Cleaning | 2,420 |
| | | Hwy - Sump | 43 |
| | | Hwy - Telephone/Utility Pole | 123 |
| | | Hwy - Traffic Signal | 1 |
| | | Hwy - Tree Branch / Debris Pickup | 5,293 |
| | | Hwy - Tree Fallen - Emergency | 2,933 |
| | | Hwy - Tree Planting | 4,500 |
| | | Hwy - Tree Removal Objection | 184 |
| | | Hwy - Tree Stump Removal | 6,165 |
| | | Hwy - Tree Trimming / Removal Inspection | 16,769 |
| | Highway Department | | 91,689 |
| | Sidewalk District | Sidewalk - Sidewalk Repair | 5 |
| | Sidewalk District | | 5 |
| | Street Lighting District | Street Light - Cable Break | 206 |

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|-----------------------------|-----------------------------|--------------------------------------|---------|
| Department of Public Works | Street Lighting District | Street Light - Cycles On / Off | 2,777 |
| | | Street Light - Fixture Problem | 1,120 |
| | | Street Light - From Transfer | 17 |
| | | Street Light - Light Out (Single) | 15,228 |
| | | Street Light - Lights Out (Multiple) | 5,266 |
| | | Street Light - Mark Out | 14,158 |
| | | Street Light - Misc Problems | 857 |
| | | Street Light - New Light Request | 90 |
| | | Street Light - On During Day | 3,715 |
| | | Street Light - Pole Problem | 865 |
| | | Street Light - Pole Transfer | 6 |
| | | Street Light - Riser Transfer | 5 |
| | | Street Light - Service Complaint | 3 |
| | Street Lighting District | | 44,313 |
| Department of Public Works | | | 136,226 |
| Housing Authority | Housing Authority | Housing - Appliance | 365 |
| | | Housing - Electrical | 463 |
| | | Housing - High Priority SR | 396 |
| | | Housing - Misc Carpentry | 288 |
| | | Housing - Misc Construction | 117 |
| | | Housing - Misc Exterior | 104 |
| | | Housing - Misc SR | 577 |
| | | Housing - Pest Control | 142 |
| | | Housing - Plumbing | 923 |
| | Housing Authority | | 3,375 |
| Housing Authority | | | 3,375 |
| Human Resources and Finance | Human Resources and Finance | HR - ADA Compliance | 13 |
| | | HR - Call Back Request | 398 |
| | | HR - Informational | 1 |
| | | HR - Medical and Insurance Benefits | 203 |
| | | HR - Misc SR | 77 |
| | | HR - Nova Time | 135 |
| | | HR - Personnel and Employment | 187 |
| | | HR - Training | 1 |
| | | HR - Worker Compensation | 2 |
| | | HR - Worker's Compensation | 20 |
| | | HR - Workman Compensation | 1 |
| | Human Resources and Finance | | 1,038 |
| Human Resources and Finance | | | 1,038 |
| Information Technology | Information Technology | IT - Address Problem in CSR | 168 |
| | Information Technology | | 168 |
| Information Technology | | | 168 |

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| Department Description | Group Description | Type Description | Count |
|----------------------------------|---------------------------------|---|--------|
| Inter Municipal Affairs | Inter Municipal Affairs | OIC - From Transfer | 1,675 |
| | | OIC - Informational | 1,636 |
| | | OIC - Inter Municipal SR | 7,555 |
| | Inter Municipal Affairs | | 10,866 |
| Inter Municipal Affairs | | | 10,866 |
| Parks and Recreation Department | Parks and Recreation Department | Park - Call Back Request | 696 |
| | | Park - Directions | 615 |
| | | Park - Disabled Youth Recreation Program | 56 |
| | | Park - Event | 4,759 |
| | | Park - From Transfer | 236 |
| | | Park - General Complaint | 341 |
| | | Park - Hours | 321 |
| | | Park - Informational | 12,113 |
| | | Park - Informational - NC CommCenter | 8 |
| | | Park - Informational - Tully Pool | 5,495 |
| | | Park - Miscellaneous | 719 |
| | | Park - Park Facilities Maintenance | 1,605 |
| | | Park - Park Lights | 117 |
| | | Park - Park Maintenance Projects | 36 |
| | | Park - Park Permit Application Request | 2,365 |
| | | Park - Park and Recreation Literature Request | 207 |
| | | Park - School Principal RSVP | 4 |
| | | Park - Service Cancellation | 9 |
| | | Park - Theater Ticket Purchase | 51 |
| | Parks and Recreation Department | | 29,753 |
| Parks and Recreation Department | | | 29,753 |
| Planning and Building Department | Board of Zoning Appeals | BZA - Board of Zoning and Appeals Informational | 503 |
| | | BZA - Filing for an Appeal | 18 |
| | | BZA - Questions needing Answers | 532 |
| | | BZA - Request for a Zoning file | 7 |
| | | BZA - Zoning Parcel | 5 |
| | Board of Zoning Appeals | | 1,065 |
| | Building Department | Bldg - Abandoned Property | 31 |
| | | Bldg - Applicant Advocate Request | 1,157 |
| | | Bldg - Application Escalation (Not in Use) | 1 |
| | | Bldg - Application Status | 3,778 |
| | | Bldg - Call Back | 632 |
| | | Bldg - Call Back Request (Not in Use) | 80 |
| | | Bldg - Certificate Status | 754 |
| | | Bldg - Construction Complaint | 1,380 |
| Bldg - Educational Series RSVP | | 68 | |
| Bldg - Employee Complaint | 139 | | |

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|---|---|--|-------------------------------------|--------|
| Planning and Building Department | Building Department | Bldg - Flood Plain Management | 3 | |
| | | Bldg - From Transfer | 366 | |
| | | Bldg - General Question Needs Answers | 10,345 | |
| | | Bldg - Housing Complaint | 193 | |
| | | Bldg - Illegal Housing | 2,774 | |
| | | Bldg - Informational Request | 46,895 | |
| | | Bldg - Inspection Request | 487 | |
| | | Bldg - Inspection Request for Town Clerk | 1 | |
| | | Bldg - Miscellaneous | 160 | |
| | | Bldg - Miscellaneous (Not in Use) | 286 | |
| | | Bldg - New/Change of Address | 10 | |
| | | Bldg - News Informational (Not in Use) | 1 | |
| | | Bldg - Oversize Building (Not in Use) | 14 | |
| | | Bldg - Permit Info Request (Not in Use) | 339 | |
| | | Bldg - Permit Question Needs Answers | 1,861 | |
| | | Bldg - Retaining Wall | 165 | |
| | | Bldg - Suspect Work Without a Permit | 2,617 | |
| | | Bldg - Unable to Reach Inspector | 112 | |
| | | Building Department | | 74,649 |
| | | Planning Department | Planning - Call Back Request | 270 |
| | Planning - Claims for Consultants/Vendors | | 2 | |
| | Planning - From Transfer | | 6 | |
| | Planning - Informational | | 362 | |
| | Planning - Questions needing Answers | | 264 | |
| | Planning - Request for Flood Map | | 5 | |
| | Planning - Scheduling for a Planner | | 11 | |
| | Planning - Subdivision of Land | | 20 | |
| | Planning Department | | 940 | |
| | Planning and Building Department | | | 76,654 |
| | Project Independence | Project Independence | PI - Aging In Place Conference RSVP | 751 |
| PI - Call Back Request | | | 2,006 | |
| PI - Cancellation | | | 101 | |
| PI - Caregiver Support | | | 758 | |
| PI - Disability Transportation Registration | | | 9 | |
| PI - Exercise Program Registration | | | 2,087 | |
| PI - Financial Assistance | | | 371 | |
| PI - Flu Shot Registration | | | 1,211 | |
| PI - Food and Hunger | | | 176 | |
| PI - From Transfer | | | 8 | |
| PI - Health Chat/Event Registration | | | 1,755 | |
| PI - Health and Mental Health | | | 11,059 | |
| PI - Household Maintenance | | | 1,716 | |

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| Department Description | Group Description | Type Description | Count |
|------------------------|------------------------|---|---------|
| Project Independence | Project Independence | PI - Informational | 2,537 |
| | | PI - Miscellaneous | 5,562 |
| | | PI - NORC SR | 843 |
| | | PI - No Heat emergency (Excl HA) | 32 |
| | | PI - No Heat emergency (Excl Housing Authority) | 20 |
| | | PI - Program Registration | 2,926 |
| | | PI - Registration | 66 |
| | | PI - SHARP Program | 78 |
| | | PI - Senior Membership Registration | 11,904 |
| | | PI - Snow Removal | 23 |
| | | PI - Support Group Registration | 125 |
| | | PI - Taxi / Transportation Informational | 2,357 |
| | | PI - Taxi Service | 100,382 |
| | | PI - Taxi Service Cancellation | 7,171 |
| | | PI - Taxi Service Complaint | 875 |
| | | PI - Taxi for Food Shopping | 5,940 |
| | | PI - Taxi for Food Shopping Cancellation | 420 |
| | | PI - Taxi for Medical Appointment | 5,554 |
| | | PI - Taxi for Medical Cancellation | 563 |
| | | PI - Transportation/Mobility Mgmt Info | 1,477 |
| | | PI - Veterans Services | 74 |
| | | PI - Volunteer | 216 |
| | | PI - Volunteering for Senior Programs | 32 |
| | Project Independence | | 171,185 |
| Project Independence | | | 171,185 |
| Receiver of Taxes | Receiver of Taxes | Tax - Bank / Financial | 5 |
| | | Tax - Call Back Request | 119 |
| | | Tax - Duplicate Bill or Receipt | 1,895 |
| | | Tax - Informational | 37,482 |
| | | Tax - Property Assessment Workshop | 355 |
| | | Tax - Reduction to Assessment | 3 |
| | | Tax - Tax Bill Change | 343 |
| | | Tax - Title Company | 15 |
| | Receiver of Taxes | | 40,217 |
| Receiver of Taxes | | | 40,217 |
| Solid Waste Management | Solid Waste Management | SWMA - Call Back | 1,765 |
| | | SWMA - Carting Complaints | 1,087 |
| | | SWMA - Compost SR | 722 |
| | | SWMA - Container without License / Permit | 256 |
| | | SWMA - E-Waste | 1,328 |
| | | SWMA - Employee Complaint | 2 |
| | | SWMA - From Transfer | 83 |

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|---------------------------|---------------------------------|---|---------|
| Solid Waste Management | Solid Waste Management | SWMA - Garbage Not Picked Up | 1,281 |
| | | SWMA - Informational | 13,567 |
| | | SWMA - Landfill on Fire | 2 |
| | | SWMA - Long Island Green Homes | 46 |
| | | SWMA - Lost Property | 8 |
| | | SWMA - Recycling Informational | 790 |
| | | SWMA - Request for Public Trash Can | 30 |
| | | SWMA - Stop Program | 3,168 |
| | | SWMA - Strange Odor | 5 |
| | Solid Waste Management | | 24,140 |
| | Sustainability Department | SWMA - Compost | 866 |
| | | SWMA - Compost SR | 105 |
| | | SWMA - Environmental Education | 11 |
| | | SWMA - Long Island Green Homes | 105 |
| | | SWMA - Rain Barrel | 822 |
| | | SWMA - Rain Garden | 29 |
| | | SWMA - Recycling / STOP Call Back | 130 |
| | | SWMA - Solarize Event Registration | 29 |
| | SWMA - Solarize North Hempstead | 21 | |
| | Sustainability Department | | 2,118 |
| Solid Waste Management | | | 26,258 |
| Supervisor's Office | 311 Call Center | 311 - Dropped Call | 17,025 |
| | | 311 - Hang Up Call | 10,736 |
| | | 311 - Informational Request | 161,228 |
| | | 311 - LIPA Power Outage | 1,192 |
| | | 311 - NYC 311 | 58,638 |
| | | 311 - PSEG Power Outage | 150 |
| | | 311 - Parking District Permit Informational | 435 |
| | | 311 - SR Constituent Follow-up | 8,958 |
| | | 311 - Street Repaving Schedule Inquiry | 297 |
| | | Clerk - Information | 16,828 |
| | | Tax - Bill Question | 4,820 |
| | | Tax - Complaint | 18 |
| | 311 Call Center | | 280,325 |
| | Supervisor's Office | HR - ADA Compliance | 2 |
| | | SupV - ADA Compliance | 26 |
| | | SupV - Airplane | 3,954 |
| | | SupV - Airplane Nassau | 11 |
| | | SupV - CGM Pool Renovation | 228 |
| | | SupV - Complaint - Other Employee | 422 |
| | | SupV - Damage Assessment | 15 |
| SupV - Employee Complaint | | 65 | |

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| Supervisor's Office | Supervisor's Office | SupV - Fire Department Recruitment | 1 |
| | | SupV - Geese | 173 |
| | | SupV - Helicopter | 7,492 |
| | | SupV - Helicopter Nassau | 1,989 |
| | | SupV - New Salem Street Sign Project | 39 |
| | | SupV - Thank You from Constituent | 1,749 |
| | | SupV - Townstat Call Back | 8 |
| | | SupV - Verizon FIOS Work Complaint | 4 |
| | | SupV - Voter Education Workshop | 1 |
| | Supervisor's Office | | 16,179 |
| Supervisor's Office | | | 296,504 |
| Template Group | Template Group | Bldg - Building SR Template | 2 |
| | Template Group | | 2 |
| Template Group | | | 2 |
| Town Clerk | Town Clerk | Town Clerk - Application Notification | 1 |
| | | Town Clerk - Bingo & Games of Chance | 32 |
| | | Town Clerk - Birth Certificate | 9,968 |
| | | Town Clerk - Block Party Application | 174 |
| | | Town Clerk - Certificate of Existence | 2 |
| | | Town Clerk - Codebook Supplement | 25 |
| | | Town Clerk - Contracts & Bids | 85 |
| | | Town Clerk - Death Certificate | 4,888 |
| | | Town Clerk - Dog License | 2,676 |
| | | Town Clerk - Domestic Partnership | 195 |
| | | Town Clerk - Events and Scheduling | 15 |
| | | Town Clerk - Filming Permit | 156 |
| | | Town Clerk - Fishing License | 177 |
| | | Town Clerk - Going Out of Business | 25 |
| | | Town Clerk - Hunting License | 193 |
| | | Town Clerk - Kids Safety Day Car Seat RSVP | 1 |
| | | Town Clerk - Landscaping License | 67 |
| | | Town Clerk - Liquor License | 72 |
| | | Town Clerk - Look Good Feel Better RSVP | 8 |
| | | Town Clerk - Marriage Certificate | 2,286 |
| | | Town Clerk - Marriage License | 3,006 |
| | | Town Clerk - Miscellaneous | 1,579 |
| | | Town Clerk - Parade Application | 27 |
| | | Town Clerk - Parking (Mary Jane Davies Green) | 15 |
| | | Town Clerk - Parking Restrictions Removal Request | 538 |
| | | Town Clerk - Pawnbroker License | 10 |
| | | Town Clerk - Peddler License | 293 |
| | | Town Clerk - Secondhand Dealer License | 113 |

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|------------------------|-------------------|---|---------|
| Town Clerk | Town Clerk | Town Clerk - Sidewalk Sale | 10 |
| | | Town Clerk - Solid Waste Management License | 351 |
| | | Town Clerk - Storage Bins | 27 |
| | | Town Clerk - Taxi and Limousine License | 422 |
| | | Town Clerk - Tow Truck License | 257 |
| | | Town Clerk - Town Board Questions | 27 |
| | | Town Clerk - Trucking License | 1 |
| | | Town Clerk - Underground Tank | 2 |
| | | Town Clerk - Waterways | 42 |
| | Town Clerk | | 27,766 |
| Town Clerk | | | 27,766 |
| Summary | | | 913,988 |